



**“TRAINING EVALUATION ON THE SKILL WORKSHOP
PROGRAM IMPLEMENTED BY ENFORCEMENT
DEPARTMENT TOWARDS ENHANCING EMPLOYEE
PERFORMANCE IN KOTA KINABALU CITY HALL”**

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**BACHELOR OF BUSINESS ADMINISTRATION
(HONS.) HUMAN RESOURCE
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA (UiTM)
MELAKA**

JUNE 2014

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HALL**

**CLAUDIA BERNARD
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Submitted in Partial Fulfillment
of the Requirement for the
**Bachelor of Business Administration
(Hons) Human Resource Management**

**FACULTY OF BUSINESS MANAGEMENT
UITM, MALACCA CITY CAMPUS**

JUNE 2014

DECLARATION OF ORIGINAL WORK
BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITY TECHNOLOGY MARA
BANDARAYA CAMPUS MELAKA
“DECLARATION OF ORIGINAL WORK”

I, CLAUDIA BERNARD, (I/C NUMBER: 910710-12-5266)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature,

CLAUDIA BERNARD

I/C Number : 910710-12-5266

Date: 27 JUNE 2014

LETTER OF SUBMISSION

27th JUNE 2014

The Head of Program
Bachelor of Business Administration (Hons) Human Resource
Faculty of Business Administrative
UiTM Kampus Bandaraya Melaka
Off Jalan Hang Tuah
75300 Melaka

Dear Madam,

SUBMISSION OF PROJECT PAPER

Enclosed herewith is the project paper titled “**TRAINING EVALUATION ON THE SKILL WORKSHOP PROGRAM IMPLEMENTED BY ENFORCEMENT DEPARTMENT TOWARDS ENHANCING EMPLOYEE PERFORMANCE IN KOTA KINABALU CITY HALL**” to fulfill the requirements as needed by the Faculty of Business Administration, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

CLAUDIA BERNARD

2011649078

Bachelor of Business Administration
(Hons) Human Resource

ABSTRACT

Training plays an integral role in ensuring the employees have what it takes to perform their job. Therefore, Kota Kinabalu City Hall had allocated RM270 000 budget for training and development with hope that the training provided by Kota Kinabalu City Hall towards its employees could give higher return on investment to the organization. There are several training programs implemented inside the Enforcement Department which have never been evaluated before. Therefore, these studies conducted focusing on **“Training Evaluation on the Skills Workshop Program Implemented by Enforcement Department towards Enhancing Employee Performance in Kota Kinabalu City Hall”**. The main objective of this study is to determine the relationships between training reactions, learning outcomes and behavioral changes with employees’ performance in Kota Kinabalu City Hall. These three independent variables are from Kirkpatrick framework of evaluation. This study has been conducted within Kota Kinabalu City Hall and it involved 50 respondents from Enforcement Department of Kota Kinabalu City Hall. Result of the present study showed that all independent variables which is training reactions, learning outcomes and behavioral changes have significant relationship with employees’ performance. In addition, all the independent variables which is training reactions, learning outcomes and behavioral changes have positive relationship with employees’ performance.